

CLAIMS

What is claimed is:

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1. A method for automated firming of reservations made by a reserving entity for services or goods and which are to be ticketed prior to delivery of the services or goods, which reservations are listed in a database of reservations, comprising the steps of:

identifying new reservations not previously subjected to firming processes;

acquiring and applying a set of limiting standards which are to be applied to each reservation;

determining those reservations not yet ticketed; and,

informing the reserving entity in accordance with the set of limiting standards of the need to ticket the reservation before expiration of time limitations established by the set of limiting standards.

2. The method of claim 1 wherein the database of reservations is held within a computer.

3. The method of claim 2 wherein a computer program identifies the new reservations;

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4. The method of claim 3 wherein the computer program assigns a new reservation to a robot, the robot assigning all or any portion of the ^{said limiting} listing standards to the reservation according to limitations imposed by the standards and issuing a warning message to the reserving entity in the event the reservation is not ticketed.

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5. The method of claim 4 wherein the computer program checks reservations for expired limiting standards and assigns the reservations to a second robot which checks the reservation to

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determine if the reservation is ticketed and, if not, either ignores, cancels, queues, or updates the reservation or adds another warning message to the reservation for informing the reserving entity depending upon a second set of limiting standards.

6. The method of claim 1 wherein the process steps are effected remotely of the database of reservations.

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7. A system for firming flights in a central reservations system listing flight reservations issued by at least one reserving entity, the reservations being subject to ticketing according to a set of ticketing time limit rules, comprising:

first means for obtaining reservations from the central reservations system and for obtaining the rules to be applied to the reservations;

second means for identifying new reservations not previously subjected to flight firming and for assigning the new reservations for flight firming processes;

third means accepting at least one of the new reservations for assigning one or more rules of the ticketing time limit rules to the reservation and for adding a warning message to the reservation in the event the reservation is not ticketed; and,

fourth means for informing the reserving entity of the need to ticket the reservation subject to a certain set of conditions.

8. The system of claim 7 wherein the second means check old reservations for expired ticketing time limit rules and assign the old reservations to a further flight firming process, the system further comprising:

fifth means for checking the old reservations to determine whether a ticket has been issued.

9. The system of claim 8 wherein, in the event that a given reservation is not ticketed, the fifth means according to a further set of rules either ignores, cancels, queues or updates the reservation or adds another warning message to the reservation for transmittal to the reserving entity.

10. The system of claim 8 and further comprising sixth means for informing the reserving entity of the need to ticket the reservation before expiration of time limitations imposed by the ticketing time limit rules.

11. The system of claim 7 and further comprising means for checking the reservation for suspicious names.

12. The system of claim 7 and further comprising means for checking the reservation for duplicate flight segments.

13. The system of claim 7 and further comprising means for checking the reservation for existing ticket numbers.

14. The system of claim 7 and further comprising means for checking the reservation for duplicate ticket numbers.

15. The system of claim 7 and further comprising means for checking any reservation without a ticket number for existing ticketing time limit rules.

16. The system of claim 7 wherein the system is remote from the central reservations system.

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